

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology Services

Statewide Telecommunications
and Network Division

Category:

**Acquiring
Telecommunications
Products and
Services**

Chapter Title:

**Non-State Agency
Service Policy and
Agreement**

Chapter Number:

0450.0

Issued: April 30, 2007

Revision

Revised:

PURPOSE

The Department of Technology Services (DTS) strives to ensure that quality telecommunications and network services are provided to all California government agencies to meet their needs in a cost effective, efficient and timely manner. In support of that mission, the DTS offers a variety of services through the CALNET Master Services Agreements (MSAs) and other related MSAs managed by DTS.

In addition, the State may periodically negotiate reduced rate contracts/agreements with Local Exchange Carriers (LECs) and Interexchange Carriers (IXCs) for various telecommunications services and/or equipment.

The DTS service offerings through MSAs are primarily designed to meet State agency requirements. These services, however, may be purchased by qualified non-state agencies including federal and local government agencies. These agencies include cities, counties, schools, libraries, special districts, and other agencies that are entirely tax-supported, or who have a qualified Joint Powers Agreement (JPA).

POLICY

The DTS reviews the agency's qualifications and authorizes use of the MSAs. Approval from the DTS is required **prior** to the use of any DTS managed MSA by non-state agencies.

All entities requesting use of any MSA services managed by the DTS shall certify that they are one of the following:

1. An entirely 100% tax-supported agency;

or

2. An agency with a Joint Powers Agreement (JPA)

Note: Any service authorization based on JPA status must be used solely to support the business of an entirely 100% tax-supported, non-profit agency, and must be discontinued at the termination of the JPA.

The DTS reserves the right to request documentation to substantiate authorization of user status as appropriate. It is the responsibility of the non-state agency to ensure that the services being requested will be used only in support of government business.

All non-state agencies meeting the above criteria shall, for the purposes of this document, be referred to as an “Authorized Agency” and will be added to the Authorized Agency List. Agencies already authorized can be found on the Authorized Agency List. The link is in the Appendices at the end of this chapter.

If your agency is not on the Authorized Agency List, complete, sign and submit the Non-State Agency Service Policy and Agreement for review and approval as outlined in the procedures.

The following procedures for requesting authorization to use a DTS managed MSA have been established to validate the requesting agencies' eligibility.

PROCEDURES

To obtain authorization for the use of DTS managed MSAs:

1. Attach documentation substantiating eligibility status (examples: Legislation, Statutory authority, JPA and other related documents that corroborate eligibility).
2. Sign and attach the “Service Policy and Agreement” (see Appendices link at the end of this chapter) indicating you have read and agree with the conditions of this policy.
3. Submit package directly to DTS or through the contractor’s local account manager/representative.
4. You will generally be notified of eligibility within 10 business days after receipt by the DTS. If you do not hear in a reasonable time, please contact (916) 657-9150.

Submit requests along with supporting documentation in one of two ways for review and approval by the DTS:

Option 1: Submit the Non-State Agency Service Policy and Agreement directly to:

Department of Technology Services
Statewide Telecommunications and Network Division
P.O. Box 1810, STND F-14
Rancho Cordova, CA 95741-1810
Attn: Contract Management Branch

Option 2: Complete the Non-State Agency Service Policy Agreement and give it to the MSA contractor's local account representative to submit to DTS for review and approval. **Note: This option applies only to those MSAs where the contractor has assigned account teams.**

APPENDICES

[Non-State Agency Service Policy and Agreement](#)

[Authorized Agency List](#)